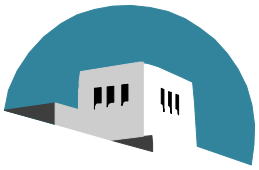


THE UNIVERSITY OF NEW MEXICO

Non-Student Accounts Receivable (Non-Student A/R)
Main Campus

USER MANUAL

Version 2.0
Updated 8/25/15

Contact Information

Unrestricted Accounting – Main Campus
MSC 01 1260
Fax# 277-7662

STAFF:
Karen Diaz – Fiscal Services Tech
Ph. # 277-2055
kdiaz01@unm.edu

Justin Walters – Supervisor of Fiscal Services
Ph. # 277-0057
jwalters@unm.edu

Doug Nelson – Accounting Manager
Ph. # 277-0156
denelson@unm.edu

Non-Student Accounts Receivable User Manual

Heading: Page

Non-Student Accounts Receivable Overview 3
- Banner Terminology 3
- Basic Process Overview 5
- Invoicing, Aging Reports, and the Collection Process 5
- Adding New Customers 6
- Adding New Detail Codes 6
- Monthly Deadlines 7

Procedures for Entering New Customer Charges 8
- Identify the Customer Number 8
- Select Proper Detail Code 9
- Enter Charges 11
- Enter Document Text 12
- Entering Another Charge Record 12
- Close the Session 13

Payment Processing 15
- Where to send payments for depositing 15
- Application of payments 15

Accounts Receivable Aging Reports & Collection Process 16
- Sample Aging Report 16
- "Past Due" Collection Letter process 17
- Departmental Role in Collection Process 17
- Bad Debt Calculation and Policy 17
- Contracted Collections and Legal action 18

Researching Items in Banner 18

Departmental Procedures and Recordkeeping 19

Customer Dispute Resolution 19

Customer Adjustments, Credits and Refunds 19
- Instructions for Entering Credits in Banner 20

Reference Materials 20
- Banner Access Roles Needed 20
- Quick List of Banner Forms (Screens): 21
- MyReports – A/R Aging Report 22
- Sample Invoice 1 23
- Sample Invoice 2 23
- Sample 1st Collection Letter 25
- Sample 2nd Collection Letter 26
- Sample 3rd Collection Letter 27

Non-Student Accounts Receivable Overview

Banner Terminology

Aging Report – lists the outstanding invoices due for each customer, with a total balance due for the customer. The Aging report is broken into categories that indicate how long each invoice has been outstanding.

Apply Payment – process of matching up a payment from a customer with one or more of their specific outstanding invoices.

Billing Address – customer address to which UNM sends invoices and any required collection correspondence. A customer may have more than one billing address.

Block – a collection of records in a Banner form that are grouped together for ease of entry and review.

Charge – a single Non-Student A/R transaction that will both create an invoice (billing) for a customer and generate revenue for a UNM Department.

Collection – process of formally contacting a customer to request payment because an invoice has remained unpaid past a specified time limit.

Customer – a person or entity from outside UNM, for whom a UNM department has provided a service. In Banner, each customer has at least one customer number, but some customers may have more than one customer number.

Customer ID Number – a unique 9-digit identifier that is related to the company's billing information. For Non-Student A/R, this number will begin with "N", which represents Main Campus or a branch campus. An example is N01601605.

Detail Code – a unique 4-digit identifier that represents the specific Banner index and account where a transaction will be posted. In Non-Student A/R, detail codes always start with a letter. Main Campus detail codes begin with the letter "N". Examples are N001 or N117. All charges must have a detail code, which prints an associated description on the invoice.

Form – the different screens available in Banner. Each form has a 7-letter name, such as TFADETL. Forms may be used for reviewing information or for data entry and are organized to present similar information together on the screen to create a convenient "view" of the data.

Field – one piece of data contained within a Banner record. For example, the detail code is one field in each transaction record, another field is the amount.

Record – a set of fields containing information about one Banner transaction. For example, a record could represent a charge from the bookstore, which contains many fields such as description, date and amount.

TFADETL – Form for entering charges in Non-Student A/R Module

Basic Process Overview

Financial Services uses the Non-Student Accounts Receivable (Non-Student A/R) process in Banner as the only accepted method for departments to bill outside entities. Departments should not mail any other types of invoices to customers. If a department only occasionally bills outside entities, they should send a mock invoice to Unrestricted Accounting – Main Campus to have a Banner invoice created. A centralized A/R billing function also creates one central place for all University billings to external entities to be documented for recordkeeping and audit purposes.

In order for the Non-Student A/R process to correctly reflect the balance due for each customer, all payments on invoices must be centrally processed by a Financial Services Office, where the payment can be properly applied against the correct outstanding invoice. Centralized payment processing also allows for timely reporting of amounts due from customers and accurate aging reports that enable departments to monitor their progress in collecting payment from their customers.

Much of the correspondence between Financial Services and departments that create Non-Student A/R invoices happens through e-mail. When there are changes in staffing or assignment of duties, please contact Unrestricted Accounting so that the e-mail address contact for your department can be updated.

Invoicing, Aging Reports, and the Collection Process

o Invoicing Customers

1. On the last business day of each month, the Non-Student A/R system will close for one day to allow for invoices to be printed on the following day. By the third day following the A/R system close, all invoices will be mailed to the customers by Unrestricted Accounting.
2. Each department that submitted invoices through Non-Student A/R will receive an electronic copy of their invoices plus any backup that was mailed, as a .pdf file by the third day following the A/R close.
3. All invoices with a credit balance, a zero balance, as well as those with notes stating "Do Not Send," will automatically be rejected and not mailed. Those rejected invoices are for department and Financial Services office records.
4. If a credit needs to be mailed to the customer, please work closely with Unrestricted Accounting to provide the correct information; a special letter will be created to be sent to the customer.

o Aging Reports

5. By the third business day of the month, each department will receive an aging report via e-mail. Aging reports can also be obtained on your own through MyReports – see the *Reference Materials* section for more information.
6. **Review your aging report.** Compare the aging report to the current invoices that were received to ensure that the department received copies of all invoices sent to customers. If the department is missing an invoice stated on the aging report, please request a copy from Unrestricted Accounting by e-mail.

o Collection Process

7. Departments should initiate contact with a customer to inquire about the status of any invoice older than 60 days.
8. Collection letters will be focused on invoices older than 60 days.

9. At various times throughout the month, the Unrestricted Accounting will draft collection letters, and e-mail those to the department for review. The department will be given a deadline for replying with any changes.
10. The collection letter, along with a copy of the original invoice and any backup, will be mailed on the day following the deadline for changes, with a copy also e-mailed to the department for their records.

Adding New Customers

- **How do you get a Customer ID number?**

Send an e-mail to the Accountant 3 in Unrestricted Accounting with the following information:

- Company's Name
- Attention to (if any)
- Billing Address
- Company's phone number
- If the customer is federally funded—if federally funded will need to go through Pre-Award

The Accountant 3 will reply by return e-mail with the Company's new customer number. All Customer numbers are nine digits. For Main Campus, all start with the letter "N", for example N00000001.

- **What does the "N" stand for in the customer number?**

Those that start with the letter "N" represent the Non-Student Accounts Receivable customers on Main Campus. There are many different types of customers – for example, those beginning with a number "1" are for Accounts Payable's use. Always use a customer number that begins with "N." Contact the Accountant 3 by e-mail to create a new customer number if needed.

- **What is the difference between a BI address and a BU address?**

The "BI" address is the "Billing" address used by the Non-Student A/R module to produce invoices that are mailed to that company's billing address with the current charges. Accounts Payable uses the "BU" address for generating payments to vendors, and Banner will not produce invoices for charges with a "BU" address. This choice is made in the "Address Type" field in the TFADETL form; **always use the "BI" address.**

Adding New Detail Codes

- **Do I have to have a Detail Code to post charges?**

Yes, all charges must have a detail code to provide an automatic description on the invoice and to determine which index and account code to credit for the department's revenue.

- **Can I change the description when I'm posting?**

Yes, you can add or delete information that is in the description field by moving the cursor into the description field and typing what you want to appear on the invoice.

- **How do I obtain a Detail Code?**

By contacting the Accountant 3 by e-mail and providing an index number for revenue and a description of the type of charges to be posted, such as "printing copies" or "membership fee"

- **Can I have more than one Detail Code?**

Yes, each major charge description can have its own detail code, though it is not suggested for a one-time use. Multiple detail codes can have the same index number or different index numbers. It depends on the needs of the department. Discuss your department's needs with the Accounts Receivable Coordinator.

Monthly Deadlines

The following schedule shows the proposed deadlines, which will be adjusted to avoid weekends and holidays.

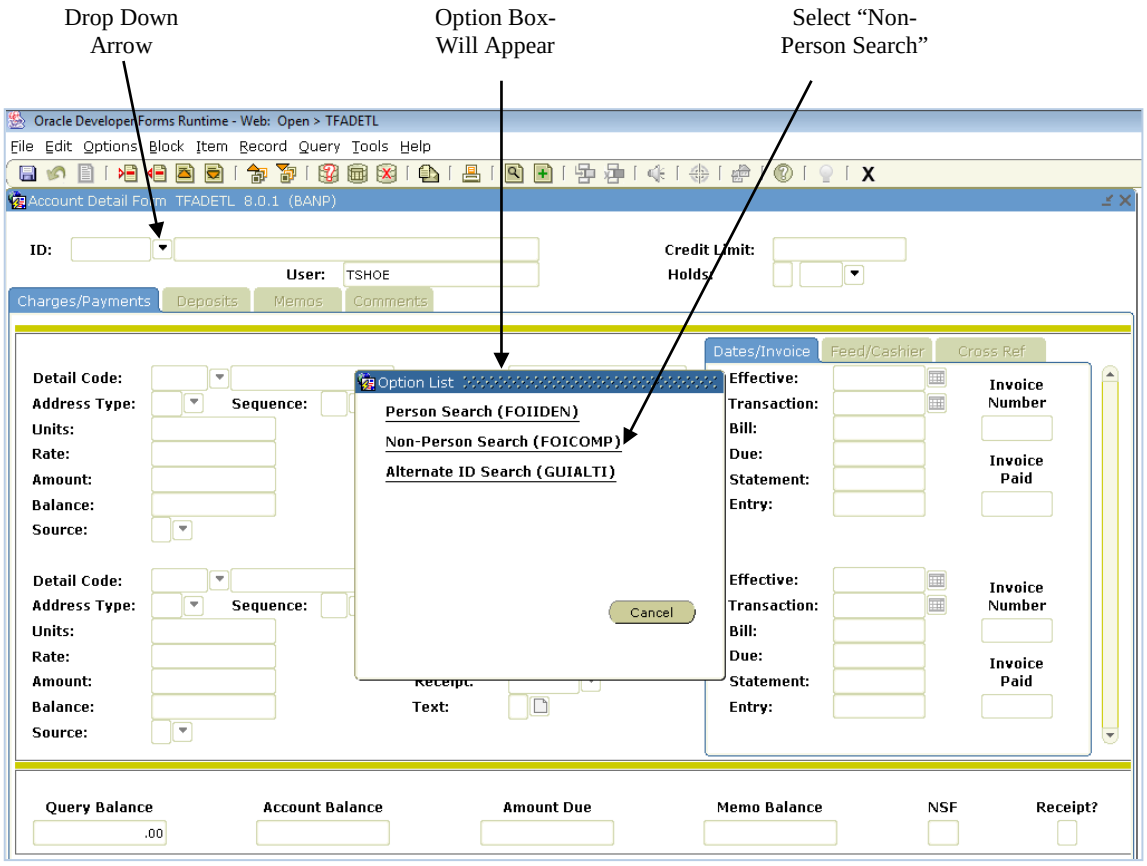
NSAR Processing Deadlines

Day of Month	Function to be completed	Completed by
29th	Deadline for entering invoices to process	Department Staff
Last day	Non-Student A/R Invoices closed for month	A/R Coordinator
1st , 15th	Customer invoices printed	A/R Coordinator
3rd, 18th	Customer invoices mailed out	A/R Coordinator
3rd, 18th	Scanned copies of invoices e-mailed to Department	A/R Coordinator
3rd, 18th	Departments receive monthly aging report via e-mail	A/R Coordinator

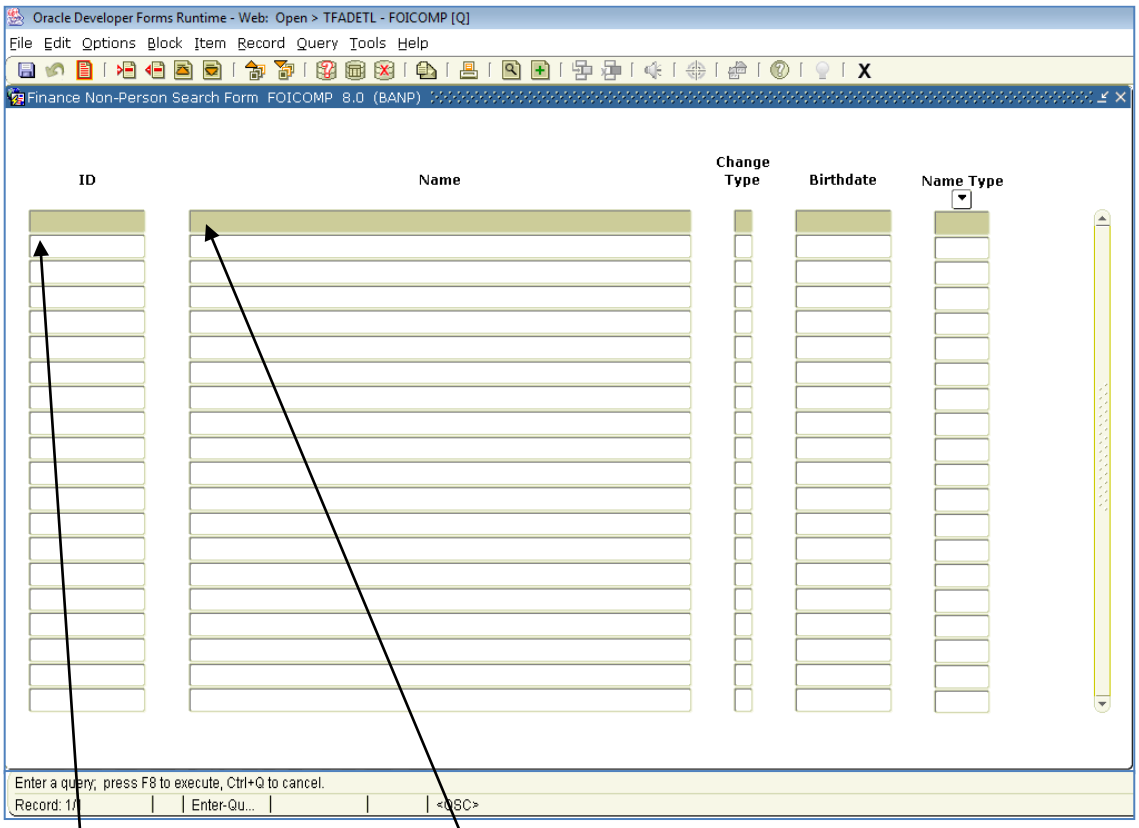
Procedures for Entering New Customer Charges

Identify the Customer Number

1. From the Banner main menu, type in the form name **TFADETL.** Bypass any unneeded screens by closing them until you get to the form TFADETL.
2. Type the Customer ID # in the "ID" Field. The company's name will automatically populate in the next field, if it does not, hit the <enter> key.
3. If the Customer ID # is unknown:
    a. Click on the drop down arrow next to "ID" field.
    b. An option box will appear. Place your cursor on the "Non-person Search" and click only once.
    c. The FOICOMP form will appear, click cursor into the field under "Name" and type in a key word and % sign on the end or on both ends. The % sign is a wildcard character in Banner and Hyperion. (Example: University% or %University%).
    d. Click on "Execute Query" button.
    e. Find the correct title and look for the 9 digit number that starts with an "N". **Note:** the letter "N" is used to identify Main Campus customers – you should not use a customer that does not have an "N" ID number. Contact the Accounts Receivable Coordinator by e-mail with customer name and billing address.
    f. Double click on the "N" number in the left hand column; this will automatically take you back to the previous TFADETL form and will bring the customer ID number with it.
    g. If you want to query a different Customer ID number, click on the "Query" button and it will clear your screen to start over.



FOICOMP Screen


Oracle Developer Forms Runtime - Web: Open > TFADETL - FOICOMP [Q]
File Edit Options Block Item Record Query Tools Help
Finance Non-Person Search Form FOICOMP 8.0 (BANP)
ID
Name
Change Type
Birthdate
Name Type
Enter a query; press F8 to execute, Ctrl+Q to cancel.
Record: 1/1
Enter-Qu...
<OSC>

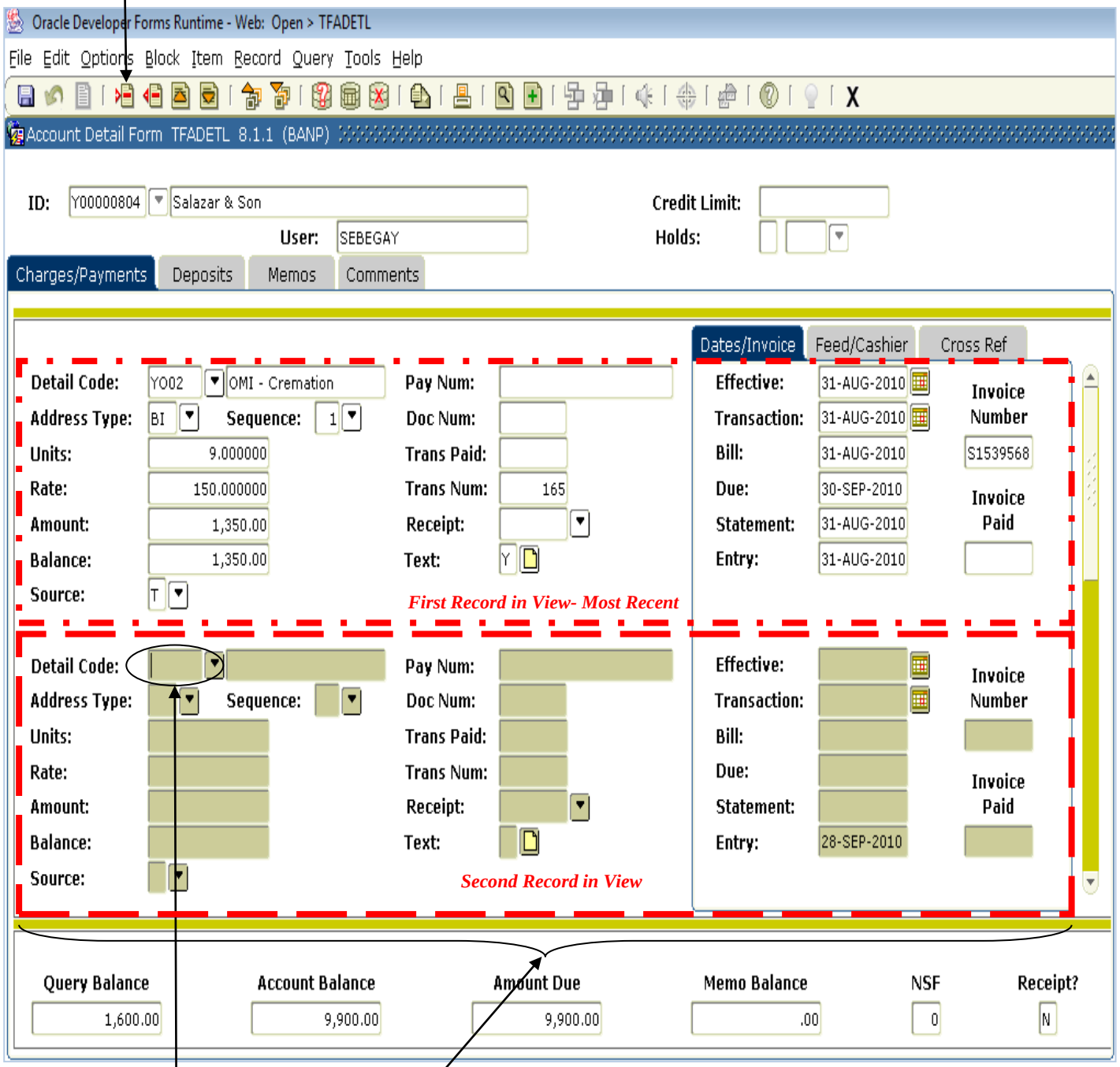
Type in N%- to query NSAR Customers

Type %Customer Name% to see all NSAR customers' names

Select Proper Detail Code

4. Click on the "Next Block" button. This will jump to the second section (block) of the form, where you can review or enter records.
5. If it's a new customer this record will be blank. If this customer has been invoiced before, postings will appear as in the next example.
6. The most recent posting will always appear on top and the oldest posting will always appear on the bottom (use scroll bar).
7. The highlighted section is the focused record. Use the up and down arrow keys to move between records. There will always be two records in view; the highlight indicates the record being worked on.
8. To create a new charge record (posting):
    a. Click the "Insert Record" icon.
    b. This will create a blank highlighted field where you can key in a new charge (posting).
    c. Type the correct detail code into the "Detail Code" field; the description for that detail code will automatically populate. You can type over this if you want to create your own description for this charge, or you can add more information about this charge in Document Text, which is described later. Note:
    d. Hit the tab key to move to the next field. In the "Address type" field make sure this states "BI" for Billing address. Note: If it does not, you have the wrong customer or the wrong address. Sometimes you will see a BU address, do not use this address as it will not generate an invoice.

Insert Record



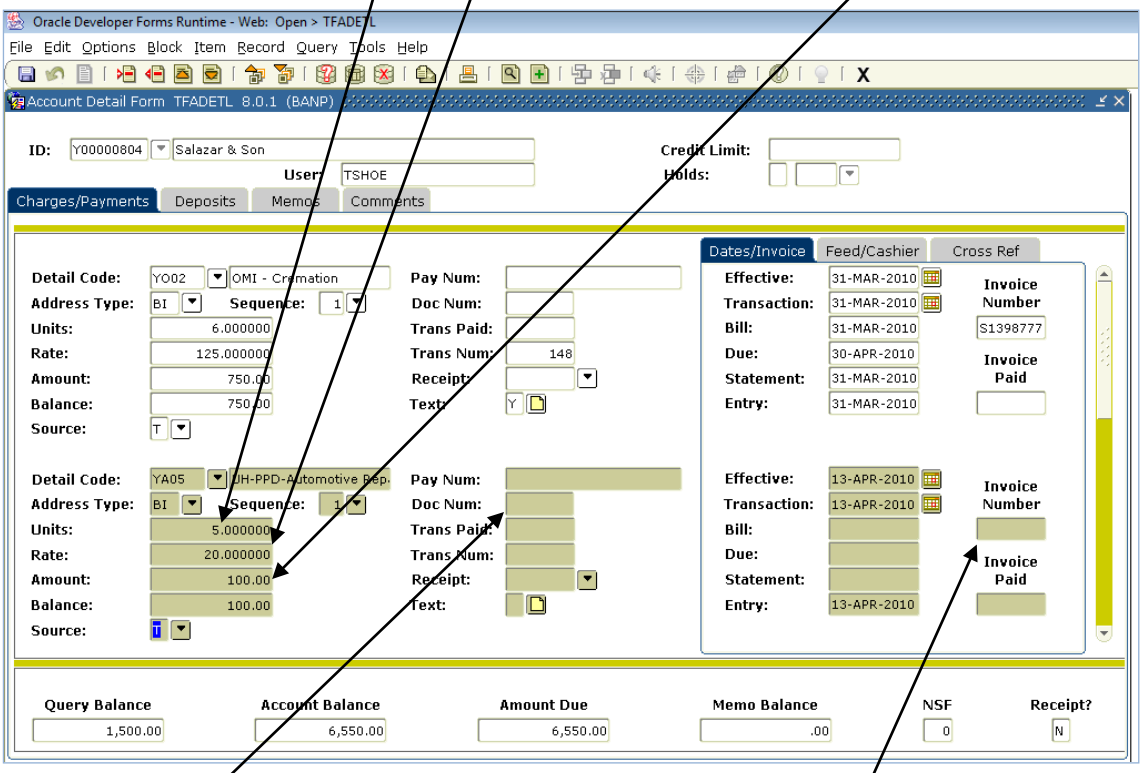
Enter- Detail Code

New "Highlighted" field appears; when inserting a new record

Enter Charges

9. There are two options to post charges: by unit cost or in total.
    a. Option #1- Quantity multiplied by unit cost. Tab to the "Units" field and enter the number of units (quantity). Then, tab to the "Rate" field and enter the unit cost (cost of single item). If you tab to the "Amount" field, Banner will automatically populate the total amount.
    b. Option #2 – Total amount only. Tab through all fields to the "Amount" field, type in dollar amount.
10. Tab to "Doc Number" field. This is an optional field that will print on the left side of an invoice for each charge. Enter a document # or reference to something, for example, a PO number.
11. Tab through or click on the "Invoice number" field on the far right side of the form and select one of the options below:
    a. Option A – New Invoice number. Type in the word "NEXT", and hit the tab key. This will generate a new number.
    b. Option B – Multiple postings/charges on the same invoice number. Type in the exact invoice # that you want this charge to be displayed on (used when adding to or crediting an existing invoice).
12. **<u>Check your work</u>. Either make corrections now, or start over by clicking on the Record Menu, then click Clear to erase all fields in this record.**
13. Click the "SAVE" button (once you click on "save," it will remain in Banner forever, regardless of whether it is correct or an error).

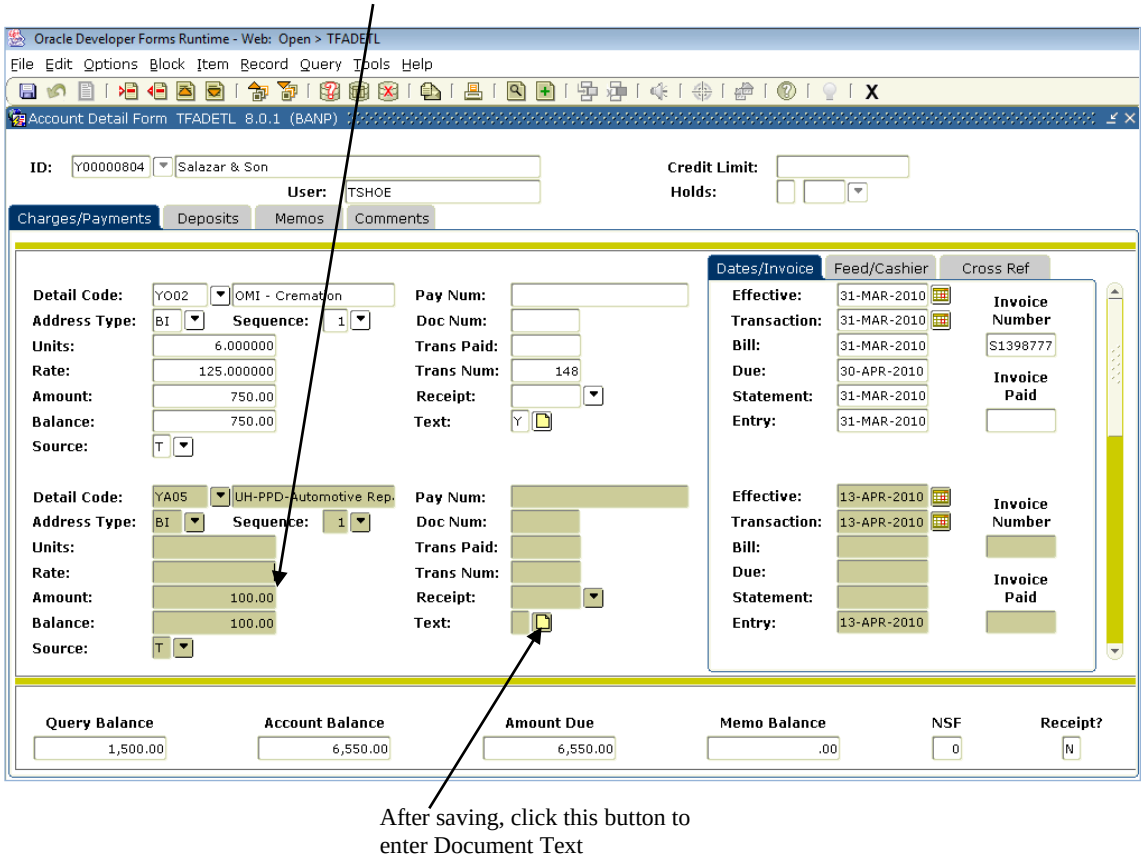
Charge Amount Option #1 – Units & Rate (Here is 5 units @ $20.00) = Automatic Total



Doc Num – Your Document reference #, will appear on the invoice

Invoice Number - type either NEXT or existing invoice #

Charge Amount Option #2 – Enter amount only



After saving, click this button to enter Document Text

Enter Document Text

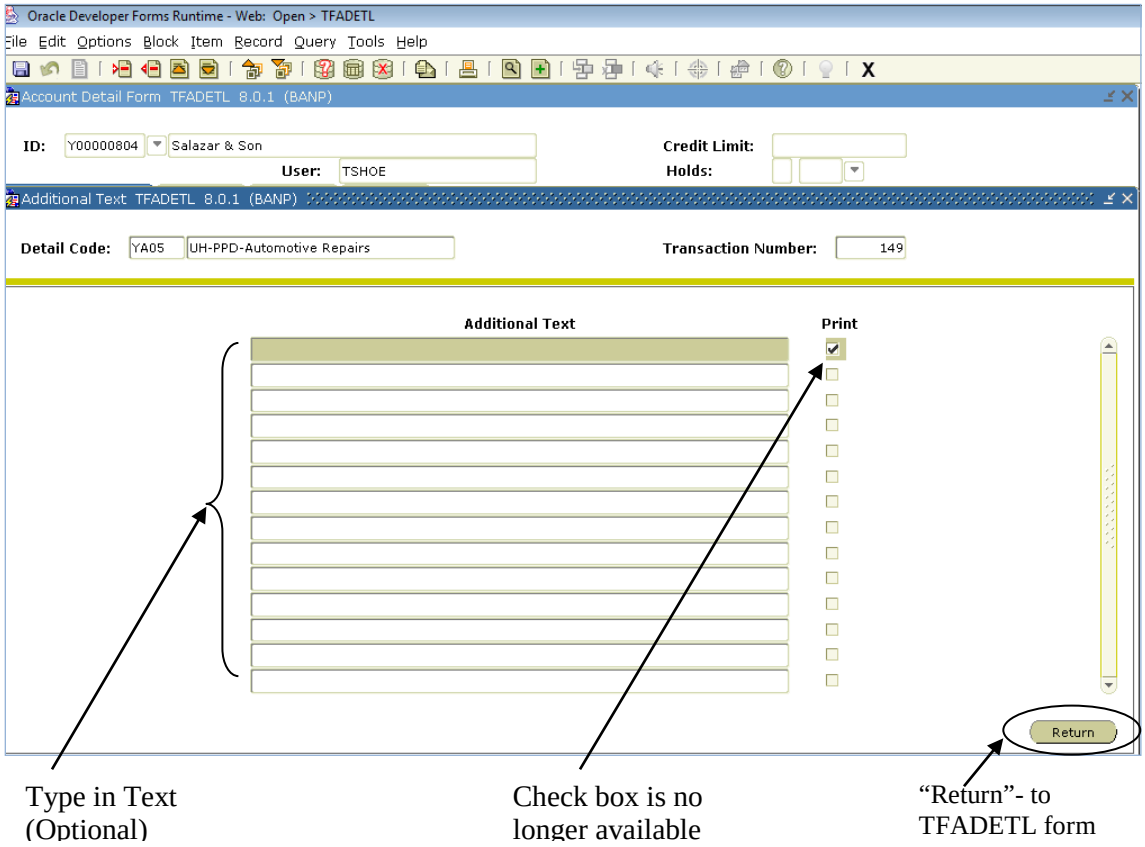
14. Document Text is the part of a record that allows you to insert comments on the invoice below the charge/posting information.
15. Click on the yellow icon, next to the "Text" field in the center of the record.
16. This will open a new form. Type in your comments. Note: if you need to type multiple lines, you will need to click on each line to move down.
17. Click on "save" icon. Click on "return" button on bottom right of screen, this will return you to the previous TFADETL form. Once you have completed all of your invoices, exit the screen by clicking on the small "X" in the upper right hand corner of your screen.

(There is a sample of the Document text screen on the next page.)

Entering Another Charge Record

18. If you need to continue with other invoices, select one of these options:
    a. If using the **same** customer number, start with instruction #8 above, to enter a new record.
    b. If the invoice is for a **different** customer, select the "Roll Back" button. This will take you to the top block (section) where you will input a different Customer ID number and follow same instructions.

Document Text Screen


Oracle Developer Forms Runtime - Web: Open > TFADETL
File Edit Options Block Item Record Query Tools Help
Account Detail Form TFADETL 8.0.1 (BANP)
ID: Y00000804 Salazar & Son
User: TSHOE
Credit Limit:
Holds:
Additional Text TFADETL 8.0.1 (BANP)
Detail Code: YA05 UH-PPD-Automotive Repairs
Transaction Number: 149
Additional Text
Print
Return
Type in Text (Optional)
Check box is no longer available
"Return"- to TFADETL form

Close the Session

1. When all charges have been entered for the day, you must close out your session (batch) so that it will post the revenue. From the Banner main menu, type in the form name **TGACREV**
2. Type in your NetId in the "**Session User**" field, tab to "**Session Number**" field, this number should be **zero**, if not, change it to zero.
3. Click on **"Save"** icon
4. Click the "**Next Block**" icon twice to move your cursor to the bottom block that shows the summary information for your session's charges.
5. Click on the "**Options**" menu to look at more information about this session:
    a. **Review Cashier Session Detail** – A review of what you have posted for this session; you can print the screen if you want a copy for your records.
    b. **Display Totals** – A total of the closing session. Compare your totals to your total invoice amounts to catch any errors.
    c. **Display User Sessions** – Listing of all the previous sessions closed under the user's name. You can view any previous session by using the number to the left, click on rollback, and go back to step 2 above and input the session number in the "Session Number" field, click "save" and it will pull the information only from that session.
6. On the Options menu, click on **"Close Session."**
7. Check the status line on the bottom left corner for confirmation that your session was closed. Exit form by the "X" button in the inner screen.

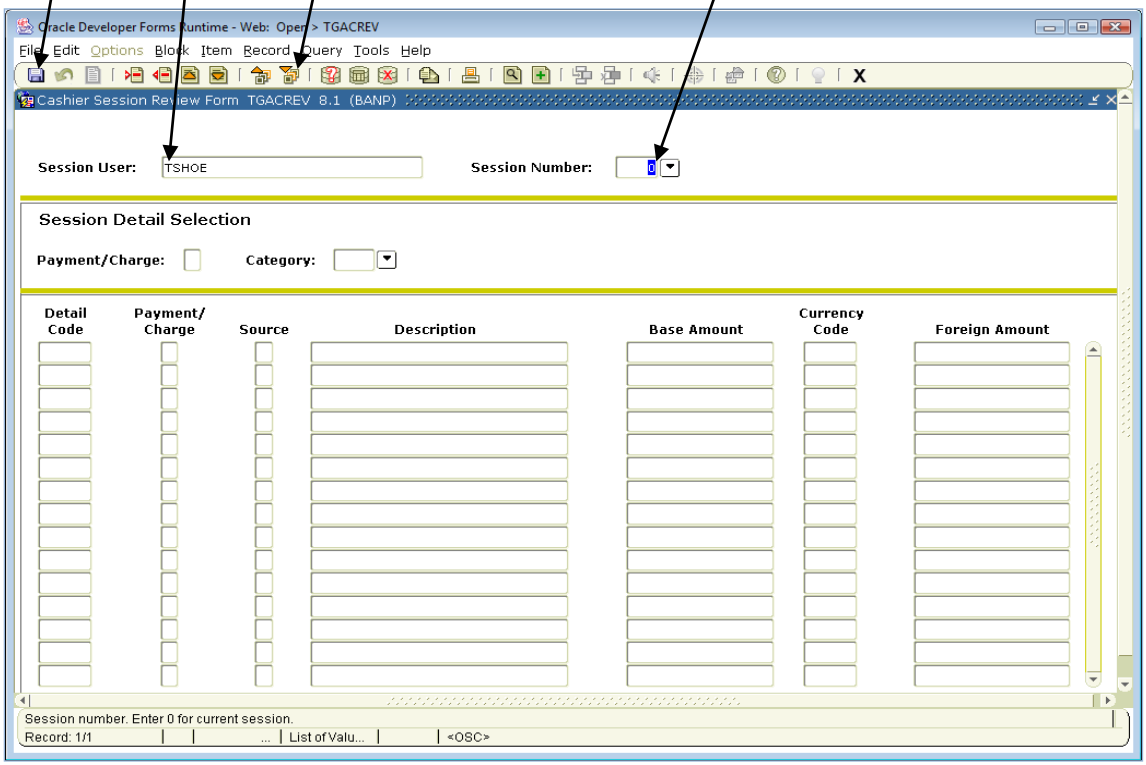
TGACREV Form – to close a session:

Step 1: Enter NetID

Step 3: Save

Step 4: Next Block (twice)

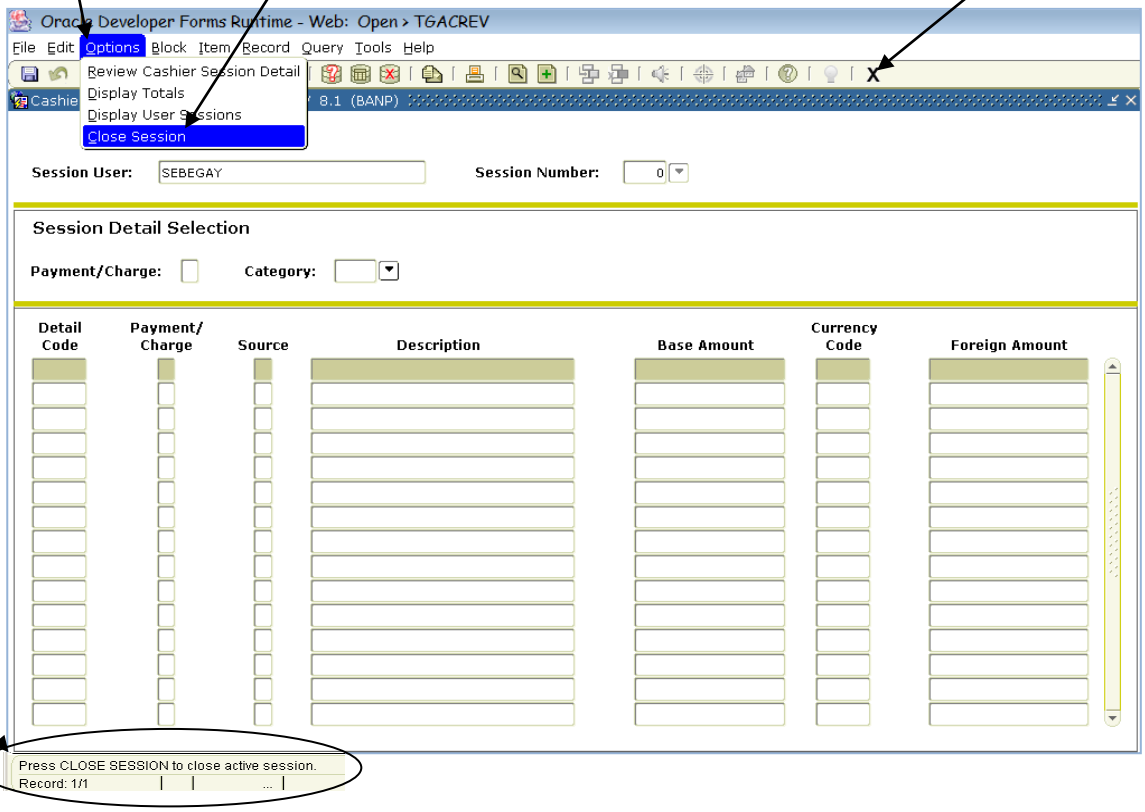
Step 2: Session Number (Always 0)



Step 5: Options

Step 6: Close Session

Step 8: Exit Screen



Step 7: View Status line for confirmation that session was closed

Payment Processing

Where to send payments for depositing

All checks must be delivered to the Financial Services office, located in the Perovich Business Center, suite 3000. No checks should be left unattended at any time. Do not forward checks via inter-campus mail. All checks must be delivered in person. University policy states that any monies received shall be deposited the next business day unless the funds total less than $50, in which case they must be deposited within a week.

Application of payments

- **How do invoices go from Unpaid to Paid?** When a department receives funds (check, electronic wire, etc.) for payment on Non-Student A/R invoices, those funds must be applied (deposited) by the Financial Services office in order for the payment and the invoice to be matched up.

- **What if the check amount is different than the invoice amount?** A payment that cannot be matched up with a specific invoice will be "generally applied," meaning that it will be shown as a general payment on account and will reduce the customer's overall balance due. However, if a payment is not matched up with the correct invoice, that invoice remains on the aging report as unpaid and the department is charged for the bad debt percentage on any outstanding invoices.
  There are three possible scenarios when payments are applied:
  1. Direct application: The amount of the check exactly matches the invoice.
  2. Over-payment: The amount of the check exceeds the invoice indicated. The remaining amount is applied as a general payment on account, not to a specific invoice.
  3. Short-payment: The amount of the check is less than the amount of the indicated invoice. The balance of the invoice remains outstanding.

- **How do you determine where the funds will be applied?** The application of payments is first based on any instructions received from the customer. If there is no clear indication of which invoice the check is supposed to pay, then the payment is just applied as a general payment on account and the department is asked to contact their customer for instructions on where to apply they funds. Once the department has instructions from the customer, then the department must send those instructions to the Accounts Receivable Coordinator, who will ensure that another member of the Financial Services office corrects the application of the payment. Paying multiple invoices on one check is acceptable. It is also acceptable to combine payments for several customers on one check.

- **What if the funds are applied to the wrong invoice in error?** Contact the Accounts Receivable Coordinator if you have found that the funds were applied incorrectly, or if you need a copy of the check to discuss with the customer if they have a question about how the funds were applied. It is possible to make corrections to where payments have been applied.

Accounts Receivable Aging Reports & Collection Process

Sample Aging Report

Aging Report Descriptions

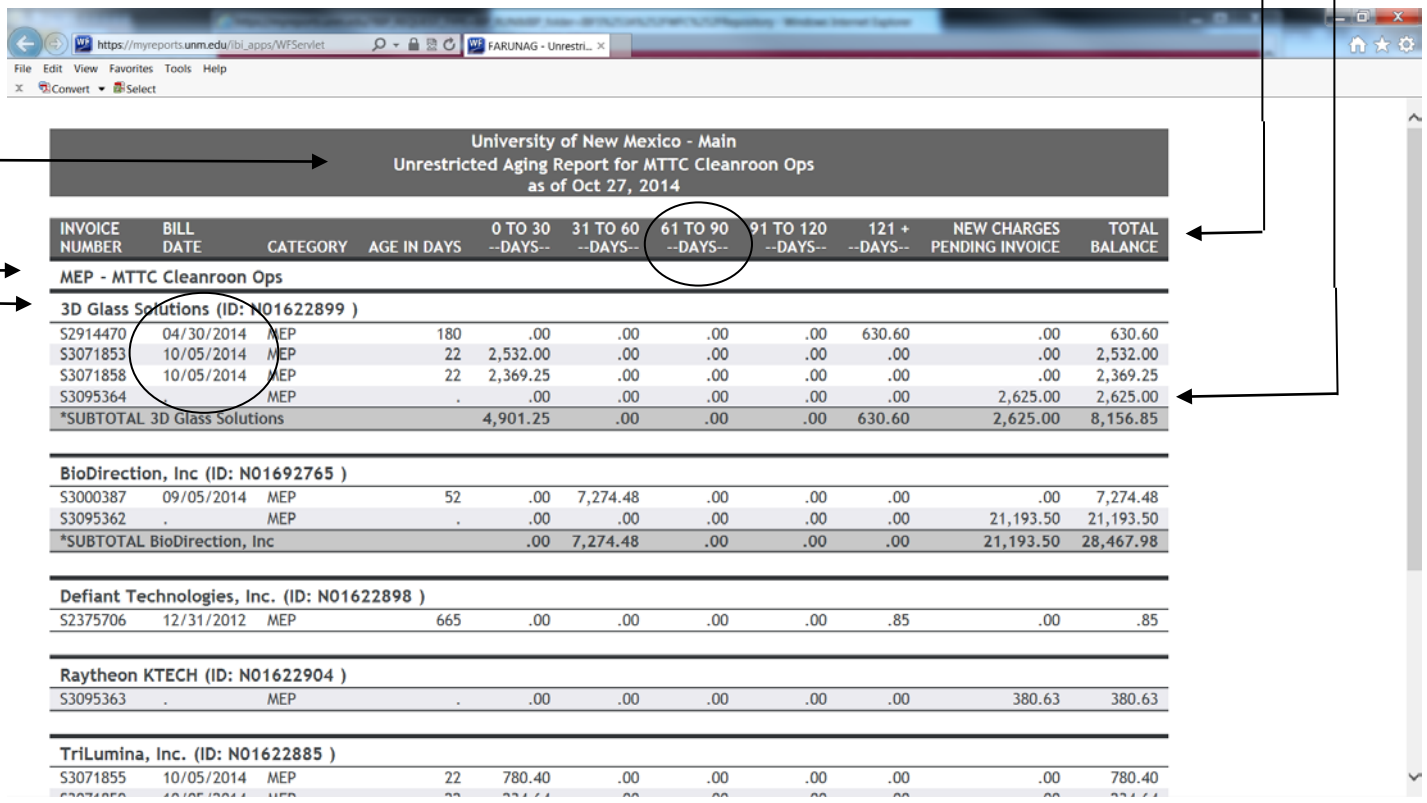
(1) The date will reflect actions from the day before, for example, this date states October 27, 2014. The activity reflects from October 26, 2014.

(2) Department Name

(3) Customer Name and ID number

(4) Invoice numbers with blank Invoice dates, means that the charges have been posted in the Banner module, but not yet mailed to the customer.

(5) The first collection letter is reviewed and prepared from the 61-90 day column.



University of New Mexico - Main
Unrestricted Aging Report for MTTC Cleanroom Ops
as of Oct 27, 2014

INVOICE NUMBER	BILL DATE	CATEGORY	AGE IN DAYS	0 TO 30 --DAYS--	31 TO 60 --DAYS--	61 TO 90 --DAYS--	91 TO 120 --DAYS--	121 + --DAYS--	NEW CHARGES PENDING INVOICE	TOTAL BALANCE
MEP - MTTC Cleanroom Ops										
3D Glass Solutions (ID: N01622899)										
S2914470	04/30/2014	MEP	180	.00	.00	.00	.00	630.60	.00	630.60
S3071853	10/05/2014	MEP	22	2,532.00	.00	.00	.00	.00	.00	2,532.00
S3071858	10/05/2014	MEP	22	2,369.25	.00	.00	.00	.00	.00	2,369.25
S3095364	.	MEP	.	.00	.00	.00	.00	.00	2,625.00	2,625.00
*SUBTOTAL 3D Glass Solutions				4,901.25	.00	.00	.00	630.60	2,625.00	8,156.85
BioDirection, Inc (ID: N01692765)										
S3000387	09/05/2014	MEP	52	.00	7,274.48	.00	.00	.00	.00	7,274.48
S3095362	.	MEP	.	.00	.00	.00	.00	.00	21,193.50	21,193.50
*SUBTOTAL BioDirection, Inc				.00	7,274.48	.00	.00	.00	21,193.50	28,467.98
Defiant Technologies, Inc. (ID: N01622898)										
S2375706	12/31/2012	MEP	665	.00	.00	.00	.00	.85	.00	.85
Raytheon KTECH (ID: N01622904)										
S3095363	.	MEP	.	.00	.00	.00	.00	.00	380.63	380.63
TriLumina, Inc. (ID: N01622885)										
S3071855	10/05/2014	MEP	22	780.40	.00	.00	.00	.00	.00	780.40

"Past Due" Collection Letter process

1. The collection letters will be focused on the invoices with past-due balances over 90 days old.
2. At various times though out the month, collection letters will be generated and e-mailed to the department for approval.
3. These letters are not for the customers at this time, please do not mail, fax or scan letters, they are for department approval only.
4. If you do not want a collection letter generated for a specific invoice, you will need to contact the Accounts Receivable Coordinator by e-mail with specific reasons why. Departments requesting that collection letters NOT be sent must contact the Accounts Receivable Coordinator by the deadline that is provided when the letters are sent for approval.
5. If you do not notify us by the deadline, we will assume that the letters are correct, thus indicating your silent approval. The collection letter, along with a copy of the original invoice and any backup, will be mailed on the business day following the deadline.
6. An exact copy of the customer's collection letter will be kept on file in the Financial Services Office and will be e-mailed to the department for their records.

Departmental Role in Collection Process

Since charges originate within the individual departments, each department is ultimately responsible for collecting funds owed to them. While the Financial Services office can help departments to identify needed information and be a resource, the best customer service will come from the department. The department staff members are the ones who understand the customer's issues and concerns. Ideally the final outcome should be due to the efforts of the department in resolving any issues.

Please review the columns of the aging report for any invoices over 60 days old and resolve them with your customers. Being especially aware of these past-due balances will help identify non-payment issues in the early stages of the collection effort.

Bad Debt Calculation and Policy

Because customers sometimes do not pay their debts, the University must create a reserve for uncollectible charges called the Bad Debt Reserve. Each quarter, the Financial Services office will calculate the amount that each department will be charged for their share of the Bad Debt Reserve based on the department's unpaid customer invoices. The calculation is based on a combination of the amount and how long the invoice has gone unpaid (its age). An invoice entered on May 1st and unpaid on May 31st is 31 days old.

The Bad Debt calculation formula is as follows:

Age of invoice:	% of Amount Reserved in Bad Debt
0-30 days	2%
31-60 days	25%
61-90 days	50%
91-120 days	75%
Over 120 days	100%

When a charge is moved to the Bad Debt Reserve, it is assumed that this charge is still owed to the University, but that collection on the debt is unlikely. If there is a collection on the debt once the charge has been moved to the bad debt reserve, the department's bad debt expense will be credited in the next quarter.

Contracted Collections and Legal action

If the Department, in conjunction with Financial Services, has exhausted all avenues to collect outstanding amounts owed via collection letters, phone calls, etc., then the involvement of a collection agency and/or legal action by the University's attorneys will be implemented on a progressive basis.

First, if the invoice or invoices in question have been outstanding longer than 150 days, then a contracted collection agency will be employed to take over collection efforts.
Second, as a last resort, if the collection agency's efforts fail, attorneys from UNM or a contracted firm will be utilized for legal proceedings if deemed necessary.

Researching Items in Banner

There are several ways to find out if an invoice as been paid, as discussed in the following sections defined by the Banner form used. Payments using detail code "NP01" are payments applied directly to an invoice. "NP08" payments belong to that customer, but Financial Services couldn't find one specific invoice to apply it against, so it was applied only as a general payment on account.

Query Invoices in TGIACCD: (when you have one data element, like Invoice #)
From the main Banner menu, go to the TGIACCD form and scroll across to the "Invoice Number" column. Click in the field and type in your invoice number. Click on the "Execute Query" icon. Scrolling across the form will display information on this invoice. If the amount and balance columns are the same, then a payment or a deduction has not been made. If the balance column is zero or the amount has been reduced, then it reflects that either a payment or a credit has been applied towards that invoice.

Query in TFIAREV: (when you have the customer ID number)
From the main Banner menu, go to the TFIAREV form. Enter customer ID number, and click "next block." This will give you a full listing of the invoices created and payments applied for that customer ID number. You can also enter and execute a query here if you are looking for more specific information, such as payment details (Detail code NP%)

Query in TFADETL: (when you have the customer ID number)

From the main Banner menu, go to the TFADETL form. Input the customer ID number and click "next block". Click on the "Enter Query" icon. You can query by detail code, amount, check number, invoice number, transaction number, or any combination of these. Click the field(s) you want to query on, and type in the information. Click the "Execute Query" icon. That record's information will be displayed. Look in the balance field, if there is an amount then money is still owed; if it is zero then the payment has been received or credit issued.

Departmental Procedures and Recordkeeping

1. Keep a list of the customer numbers and detail codes that your department uses. Each time you request a new customer number or detail code, be sure to add that to your list.
2. Set up a file for each customer. Keep departmental copies of your Non-Student A/R billings and any correspondence in the customer's file.
3. The Financial Services office uses webxtender to store information for each customer:
    i. Copies of checks
    ii. Copies of invoices
    iii. Log of correspondence regarding collection letters
    iv. Copies of collection letters
    v. Copies of credits
    vi. Internal Correspondence

Customer Dispute Resolution

Department members need to respond quickly to any customer's questions about their invoices from UNM. If the customer disputes a charge, and the department does not settle the dispute with the customer and notify the Accounts Receivable Coordinator in a timely fashion, then the department's revenue will be reversed and the invoice will be moved to the Bad Debt Reserve account. If the disputed billing issue is subsequently resolved and the invoice is paid, the correction can be made and the department's revenue will be restored.

Customer Adjustments, Credits and Refunds

Every credit must be connected to another invoice, so you will need to have the invoice transaction number ("Trans Num") that you want to apply the credit to. Credits are not normally sent to customers, so if you want a copy of the credit mailed, you must contact the Accounts Receivable Coordinator.

Refunds are issued only by the Financial Services office. If a refund needs to be sent to a customer, you must contact the Accounts Receivable Coordinator.

Instructions for entering credits in Banner:

If you do not apply the credit to the correct invoice in steps #5 & #6 below, it will apply against the oldest outstanding invoice and create more of a problem. This is very important – call the Accounts Receivable Coordinator for help if you have questions!

1. From the main Banner menu, go to the TFADETL form. Enter the customer ID number and click next block.
2. Look for the original charge where you are going to apply the credit and note the detail code, the invoice number and the Trans Num.
3. Insert a record, and enter the same detail code as the original charge.
4. Tab to the amount field, and enter the amount of the credit as a negative number, such as "-10.00"
5. Tab to the Trans Paid field and enter the Trans Num of the original transaction that you want to apply this credit towards.
6. Tab over to the Invoice Number field on the far right side of the screen and enter the invoice number from the original charge – do **NOT** create a new invoice number by typing NEXT.
7. Click Save. Click on the Document text box and type in a reason for the credit, making sure that there is a checkmark in the "PRINT" column on the right side.
8. Send an e-mail to the Accounts Receivable Coordinator to inform her that you have entered a credit that needs to be sent to the customer.
    a. If you absolutely do not want the customer to receive the credit, type "DO NOT MAIL" in the top of the document text. Make sure there is a checkmark in the PRINT column to the right.
9. Click the Save icon, the click return at the bottom right of the screen. Exit the form.

Reference Materials

Banner Access Roles Needed

1. Log in to my.unm.edu and select the Employee Life tab. In the Banner Applications channel (box), there is a link under the Banner Resources section to the "Banner Authorization Requests."
2. Log in to the Banner Authorization Requests using your NetID and password, then locate and be sure that you have selected the roles for:
    - **Department Accounts Receivable Processor** – to enter new charges
    - **Department General Inquiry**– to access reports in E-print and Hyperion.

Quick List of Banner Forms (Screens):

Non-Student accounts receivable module forms:

Form	Form Name	Purpose
TFADETL	Account Detail Form	Enter new charges
TGACREV	Cashier Session Review Form	Close your session
TGIACCD	Account Detail Query Form	Query invoice or detail code
TFIAREV	Account Detail Review Form	Query customer activity
TFAACCT	Account Review Form	Current customer balance due *(Billing Date Aging info only!)*

Finance forms:

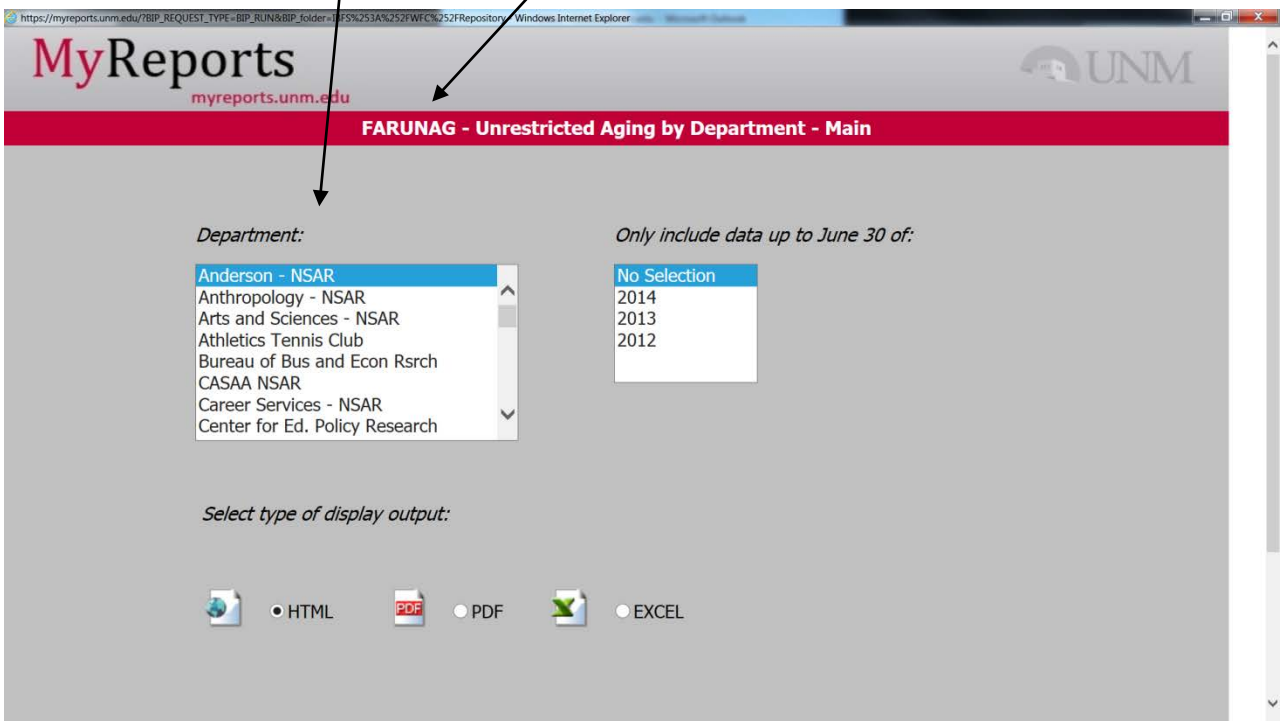
Form	Form Name	Presents view of:
FGIBDST	Budget Status	Year to date revenue and expense balances
FGITRND	Detail Transactions	Individual revenue and expense transactions

MyReports Reports – A/R Aging Report (This Report is now only available on MyReports)

MyReports is one of the reporting tools for Banner and is the application that creates the A/R aging report. The information in MyReports is exactly the same as what appears in Banner, except that MyReports data comes from a central database, the ODS, that is only refreshed at night. MyReports reflects the prior day's information, whereas Banner is real-time.

Log in to my.unm.edu and select the Employee Life tab. In the Banner Applications channel, there is a link under the Reporting section for "MyReports."

Log in with your NetID and password. The report "FARUNAG Unrestricted Aging by Department – Main" is located in the "All Campus Reports" folder, which is a sub-folder to "Finance" (see below). Select your NSAR department, "no selection" on the year because you want the most current data available.



If you do not see your department's name on the available drop down list, please call the Accounts Receivable Coordinator. The print option is under the File menu. The report can also be converted to a PDF file or EXCEL spreadsheet

Sample Invoices

The University of New Mexico

University of New Mexico
HSC Financial Service Division
MSC09 5222
1 University Of New Mexico
Albuquerque, NM 87131-0001

Page 1 of 1

Bill To:

LOVELACE RESPIRATORY RESEARCH INSTITUTE
ATTN: ACCOUNTS PAYABLE
2425 RIDGECREST DR SE
ALBUQUERQUE, NM 87108-5127

Invoice Number: S1398819
Customer ID: Y01244319
Bill Date: 31-MAR-2010
Due Date: 30-APR-2010

If you have any questions regarding your bill, please contact your customer service representative at: (505) 272 - 6266

Doc #	Date	Description	Rate	Units	Bill Amount
112601	31-MAR-2010	Sequencing	10.25	27	$276.75
		DNA Research Services invoice for March 2010. Work requested by W.Lei in Harrod Lab. Invoiced against PO - RQ100111.			
				Total Due:	$276.75

NOTE: Our New Mailstop Code is MSC09-5222

Please reference Customer ID and Invoice Number on check. Detach this portion of the Invoice and return with payment for proper handling.

Customer Name: LOVELACE RESPIRATORY RESEARCH I
Customer ID: Y01244319
Invoice Number: S1398819
Balance Due: $276.75
Amount Remitting: _____

Please make check payable to: University of New Mexico
Mailing Address is: HSC Financial Service Division, MSC09 5222, 1 University Of New Mexico, Albuquerque, NM 87131-0001

The University of New Mexico

University of New Mexico

HSC Financial Service Division
MSC09 5222
1 University Of New Mexico
Albuquerque, NM 87131-0001

Bill To:

PRESBYTERIAN HEALTHCARE SERVICES-ESPANOLA
ATTN: ACCOUNTS PAYABLE
PO BOX 26666
ALBUQUERQUE, NM 87125-6666

Invoice Number: S1398611
Customer ID: Y00000061
Bill Date: 31-MAR-2010
Due Date: 30-APR-2010

If you have any questions regarding your bill, please contact your customer service representative at: (505) 272 - 6266

Doc #	Date	Description	Rate	Units	Bill Amount
FEB10	24-MAR-2010	SE - MD Coverage - Surgery	224.29	8	$1,794.32
FEB10	24-MAR-2010	SE - Weekend Coverage	234.97	22	$5,169.34
FEB10	24-MAR-2010	SE - Driving Time	45.00	3	$135.00
FEB10	24-MAR-2010	SE - Travel - Mileage			$84.00
FEB10	24-MAR-2010	SE - Travel - Meals			$147.20
FEB10	24-MAR-2010	SE - Travel - Hotel			$287.82

*

Specialty Extension Services, Surgery provided by:

*

Juliet Lopez, MD
Dates: February 5-7, 2010

*

If you have any questions regarding this invoice, please contact Tana Reber at 1-800-243-7603 or 505-272-0110.
Thank You.

Total Due: $7,617.68

NOTE: Our New Mailstop Code is MSC09-5222

Please reference Customer ID and Invoice Number on check. Detach this portion of the invoice and return with payment for proper handling.

Customer Name: PRESBYTERIAN HEALTHCARE SERVICE
Customer ID: Y00000061
Invoice Number: S1398611
Balance Due: $7,617.68
Amount Remitting: _____

Please make check payable to: University of New Mexico
Mailing Address is: HSC Financial Service Division, MSC09 5222, 1 University Of New Mexico, Albuquerque, NM 87131-0001

Sample Collection Letters

First letter:

UNM HEALTH SCIENCES CENTER

HSC Financial Services

March 05, 2010

El Centro Family Health
Atten: Lucille Montoya
PO Box 158
Espanola, NM 87532-0158

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due invoice(s):

UNM Acct#	*Invoice*	*Date mailed*	*Amount*
Y01168997	S1276851	11/30/2009	$860.72
Y01168997	S1276981	11/30/2009	$816.94

According to our records, this invoice remains unpaid as of this date. If payment has been submitted, please provide the following information dependent upon the method of payment. For checks, please provide a copy of your check, front and back. If paid electronically, please provide the wire transfer trace or reference number, the date wired and wire amount.

If payment has not been submitted, please process as soon as possible. If there are issues which prohibit payment, please contact Stacie Hurley at (505) 272-5460 or via email at Shurley@salud.unm.edu.

Thank you in advance for your prompt attention to this matter.

Sincerely,

Stacie Hurley
Accounts Receivable Coordinator
UNM Health Sciences Center

cc: Department-LT, Locum Tenens
File Y01168997

John Brandt, Fiscal Services Supervisor
Laura Putz, Accounting Manager

Sample Collection Letters

Second letter:

UNM HEALTH SCIENCES CENTER

HSC Financial Services

March 05, 2010

Second Request

City of Las Vegas
PO Box 160
Las Vegas, NM 87701-0160

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due invoice(s):

UNM Acct#	*Invoice*	*Date mailed*	*Amount*
Y00045391	S1256499	10/31/2009	$1,970.15

According to our records, this invoice remains unpaid as of this date. If payment has been submitted, please provide the following information dependent upon the method of payment. For checks, please provide a copy of your check, front and back. If paid electronically, please provide the wire transfer trace or reference number, the date wired and wire amount.

If payment has not been submitted, please process as soon as possible. If there are issues which prohibit payment, please contact Stacie Hurley at (505) 272-5460 or via email at Shurley@salud.unm.edu.

Thank you in advance for your prompt attention to this matter.

Sincerely,

Stacie Hurley
Accounts Receivable Coordinator
UNM Health Sciences Center

cc: Department-EMS, Emergency Medical Services
File Y00045391

John Brandt, Fiscal Services Supervisor
Laura Putz, Accounting Manager

Sample Collection Letters

Third letter:

UNM HEALTH SCIENCES CENTER

HSC Financial Services

March 05, 2010

3rd Request

Griffin Funeral
401 N Dalmont St
Hobbs, NM 88240-5813

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:
Enclosed please find a copy of past due

UNM Acct#	*Invoice*	*Date mailed*	*Amount*
Y00000121	S1232787	9/30/2009	$125.00

Our records indicate that Griffin Funeral has an outstanding balance of $125 for invoices dated prior to 9/30/2009. An invoice has remained unpaid for 153 days and your account is considered delinquent and past due.

We will assume that this debt is valid unless you dispute its validity within 30 days after receiving this notice. If you do not dispute the validity of this debt, we expect payment to be made within 30 days after receipt of this notice. Failure to make payment will result in Griffin Funeral being placed on a list of problem debtors in order to avoid any further business between your company and the University. In addition, if the amounts owed are not received within 30 days after receipt of this notice, we will refer this matter for collection.

If there are issues which prohibit payment, please contact
Stacie Hurley at (505) 272-5460 or via email at Shurley@salud.unm.edu
Thank you in advance for your prompt attention to this matter.

Sincerely,

Stacie Hurley
Accounts Receivable Coordinator
UNM Health Sciences Center

cc: Department-OMI, Office of Medical Investigator
File Y00000121

John Brandt, Fiscal Services Supervisor
Laura Putz, Accounting Manager